



Appendix J

Maintenance: Supporting and Updating the Export Certification Manual

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Introduction

Just as it is cheaper and less time consuming in the longrun to properly maintain a piece of equipment, so it is with a manual. Manuals must be maintained and modified properly. Without a systematic procedure for maintaining manuals, they are likely to fail—substantially reducing the effectiveness of the programs they support. So to maintain manuals, a systematic procedure is a must. Here is a description of how the manual will be supported and maintained—including your responsibilities for maintaining the integrity of the manuals.

Issuing Revisions

The Professional Development Center (PDC) will revise the Export Certification Manual by distributing immediate updates. We will schedule new editions at fixed intervals—at least every 4 years. If more than 50 percent of a section changes, we will issue a new section.

The PDC will never ask you to make a pen-and-ink change or transfer other types of documents into the manual's format. The PDC will issue all revisions as either “add a page” or “replace a page.” We will not issue a new page solely to correct a minor typographical error. Errors will be corrected only when it would lead to an incorrect action.

Keeping Manuals Current

There are three ways to track revisions for your manuals:

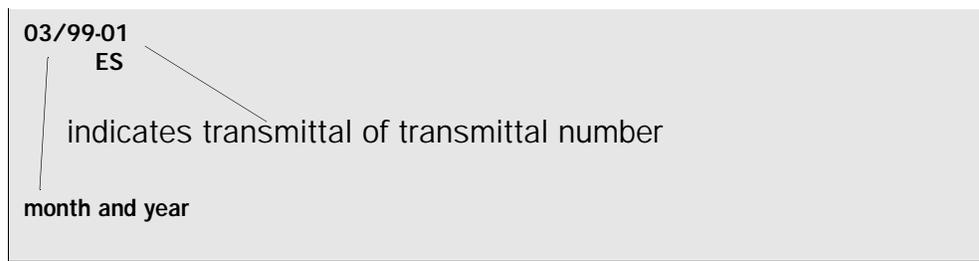
- ◆ Update Record
- ◆ Transmittal memorandums
- ◆ Control data

The Update Record is located on the reverse side of the title page of the Export Certification Manual. The purpose of the Update Record is to let you know when a transmittal has been missed. Also, during an audit, the Update Record lets your supervisor know if your manual is up to date. All transmittals are to be recorded on the Update Record.

All revisions will be accompanied by transmittal memorandums. These will be numbered consecutively—allowing you to know if you have missed something.

Port offices are to file all transmittals numerically. The field transmittals will be used by Headquarters to audit the manuals during port reviews. Individually, you may want to retain and file the transmittals to assure that you have received all the previous issuances.

In addition to having numbered transmittals, each manual page has control data positioned at the bottom. The revised pages' control data alerts you to whether or not you have the most up-to-date version. The control data looks like this:



Knowing What Is Revised

The transmittal will explain the revision's purpose and give you directions for making the revision—adding or replacing pages.

Except for changes to the Index, all revisions will be marked with arrows (-->) or change bars (). Deleted material will be marked with angle brackets (>). Material that has been moved from the bottom of one page to the top of the next page will not be marked if no other changes occur.

Where the purpose of the revision is to communicate a complex procedure, a difficult judgment, or a new regulatory action, we'll include an exercise to allow you practice using the procedure to make the regulatory decision.

To maintain manuals effectively and to enhance professionalism, manuals must be kept up to date. If you fail to keep your manual updated, you run the risk of making a decision that contravenes APHIS policies, procedures, and regulations and potentially jeopardize the entry status of US commodities abroad. Your diligence is a crucial part of this process.

Therefore, please do the following:

1. Read all revisions when you receive them.
2. Update your manuals by adding or replacing pages the day you receive them.
3. Complete the practice exercise when included.
4. File your transmittals in your manual.
5. When you have missed a transmittal, let APHIS, Management and Budget, Printing and Distribution know (see Manual Order Form included in this section). Communicate, through channels, the information that allows APHIS Distribution to update the mailing list.
6. Feel free to sound off when you feel you know a way to improve the maintenance of our manual system. Use the comment sheets to let PDC know of technical errors, procedural changes, or needed enhancements. If it is complex and you need to explain it to someone, then call Phillip Grove at PDC (240-629-1936).

Updating Distribution Lists and Ordering Additional or Missing Manual Parts

The Distribution Update Sheet is included in this section, and should be submitted by the person responsible for the distribution of manuals at your location.

To Change the Number of Manuals You Are Receiving or to Have Manuals Sent to a New Address:

If you need to **change the number of manuals you are receiving** or have manuals sent to a new address, then use the Distribution Update Sheet on page J-1-9 and:

1. List the distribution code you want changed. A list of distribution codes can be found in M390.1120.

2. Enter total number of copies you need.
3. Get signature of the operations supervisor or the Port Director.
4. Attach an old mailing label. (The label has the necessary access code.) If you do not have an old label, then wait until you get one. The change will not be made without the access code. Your access code is on every mailing label sent from Printing and Distribution in Riverdale, MD.
5. Fold, affix postage, and drop the “Distribution Update Sheet” into the mail.



If any of the above information is missing, your request will be returned.

To Correct Your Mailing Address:

If you need to correct your mailing address, then use the “Distribution Update Sheet” and:

1. Attach an old mailing label. (The label has the necessary access code.) If you do not have an old label, then wait until you get one. The change will not be made without the access code. Your access code is on every mailing label sent from Printing and Distribution in Riverdale, MD.
2. Print or type the new address as it should appear.
3. Fold, affix postage, and drop the “Distribution Update Sheet” into the mail.

To Replace or to Order Additional Manuals, Manual Parts, or Transmittals:

If you need to replace or order additional manuals, manual parts, or transmittals, use E-mail, telephone, or the Manual Order Form on page 3.10.5.

1. E-mail—To order manuals by E-mail, send your order to “PPQMANUALS” (identification for mailbox) in Riverdale using the following format:

Part Number	Date	Title	Quantity
M319.8	11/82	Foreign Cotton and Covers	10
7CFR 354.1	01/85	Overtime Services—Hourly Rate Increases	03
	03/88	Plant Import: Nonpropagative Trans.	
		No. 01/94-01	02

When ordering, include the following information. (If any information is missing, orders cannot be filled.)

- ❖ Your organization
 - ❖ Your P.O. Box (if you have one)
 - ❖ Your street address (include your room number)
 - ❖ City, State, and Zip Code
 - ❖ Contact person
 - ❖ Telephone numbers
2. Telephone—To order manuals by telephone, call Distribution in Riverdale at 301-734-5523. If you get the answering machine, leave your name and telephone number (DO NOT LEAVE YOUR REQUEST). Your call will be returned within 1 working day.
 3. Order Form—To order manuals by mail, fill out the Manual Order Form included in this section. Please be sure to include all necessary information and to order by Transmittal number—not page number.

Manual Order Form

I am missing the following manuals or transmittals. (If any information is missing, orders will not be filled.)

Manual or Transmittal Number	Dated:	Title:	Quantity:

Please send to:

Name:

Organization:

PO Box or Street Address:

City/State/Zip Code:

Telephone Number:

Fold, Staple, Affix Postage, and Drop in the Mail

UNITED STATES DEPARTMENT OF AGRICULTURE
ANIMAL AND PLANT HEALTH INSPECTION SERVICE

Printing, Distribution, and Mail Section
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4700 River Road, Room 1A01
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Distribution Update Sheet

DISTRIBUTION UPDATE SHEET

1. List Distribution code(s) to be changed: The distribution code for the ECM is ECM. (If you are making a change to another manual, see a list of distribution codes in M390.1120, revised February 1982)

_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

2. Number of copies you get now _____ Number of copies you want to get _____

3. New or corrected address:

4. The address on the attached label is to be deleted Yes No

Attach mailing label below.

NOTE: If you do not have a mailing label, wait until you receive one. This request will be returned to you if there is no old label attached.

This Distribution Update Sheet is to be submitted by the person at your location who is responsible for the distribution of manuals.

FOLD, STAPLE, AFFIX POSTAGE, AND DROP IN THE MAIL.

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